



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Madison Telephone Company**  
**for quarter ending September 30, 2006**

| Performance Data   | July    | August  | September | Quarterly<br>Average |
|--|---------|---------|-----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]       | 3.50    | 2.80    | 3.00      | 3.10                 |
| B. Operator Answer Time - Information [730.510(a)(1)]                  | 7.00    | 6.40    | 7.00      | 6.80                 |
| C. Repair Office Answer Time [730.510(b)(1)]                           | 3.50    | 3.00    | 4.00      | 3.50                 |
| D. Business or Customer Service Answer Time [730.510(b)(1)]            | 6.38    | 7.13    | 7.91      | 7.14                 |
| E. Percent of Service Installations [730.540(a)]                       | 100.00% | 100.00% | 100.00%   | 100.00%              |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00%   | 100.00%              |
| G. Trouble Reports per 100 Access Lines [ 730.545(a)]                  | 0.46    | 0.38    | 0.24      | 0.36                 |
| H. Percent Repeat Trouble Reports [730.545(c)]                         | 1.72%   | 0.00%   | 0.00%     | 0.64%                |
| I. Percent of Installation Trouble Reports [730.545(f)]                | 4.76%   | 2.38%   | 12.77%    | 6.87%                |
| J. Missed Repair Appointments [730.545(h)]                             | 0       | 0       | 0         | 0                    |
| K. Missed Installation Appointments [730.540(d)]                       | 0       | 0       | 0         | 0                    |

**Comments**



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